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Samsung Electronics America

Samsung Tech Talk

Your source for service information

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2010 Plasma TV SMPS and Logic Board Forced Operation

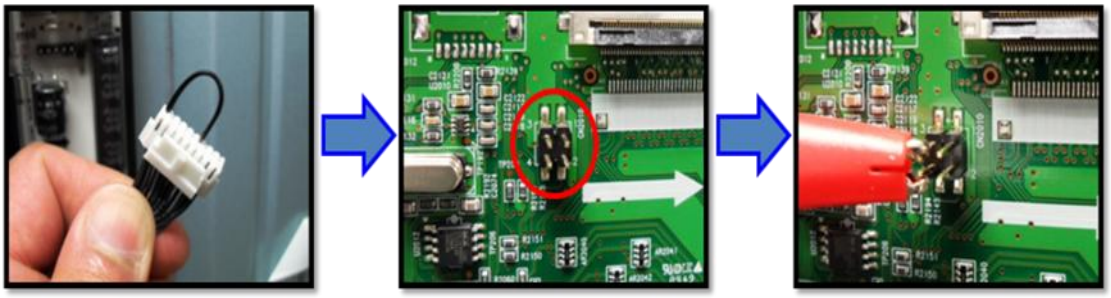
Juan Morales

Assistant Manager, Regional Technical Trainer

If there is no video on a 2010 Plasma TV or the video is so distorted that you can't see the menus, you can "force on" the SMPS and get the test patterns that reside on the Logic PCB to display using this method:

1. Make sure the AC cord is disconnected.
2. Disconnect the wire harness going from the SMPS to the Main PCB, and then short the PS_ON and GND pins together.
3. On the Logic board, carefully short the two pins with the highest numerical value (3 and 4 in a four pin connector or 5 and 6 in a six pin connector).
4. Connect the AC cord.

When you power the panel on, the PDP will automatically "play" the internal test patterns stored on the Logic board that you could normally access only through the service menu.



PS_ON and GND Shorted | Test Pattern Connector | Pins 3 and 4 Shorted

Important Service Bulletin Revision

Jim Foster

Manager, Training /Publications

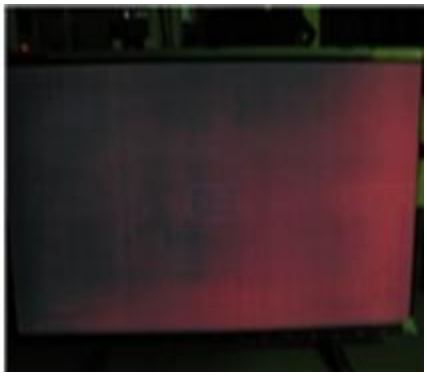
SERVICE BULLETIN	
PRODUCT:	PDP
BULLETIN NUMBER:	ASC20110223001
BULLETIN DATE:	February 23, 2011
MODELS:	**PN50C430/PN50C450**

NOTE: This Service Bulletin supersedes ASC20101214001.

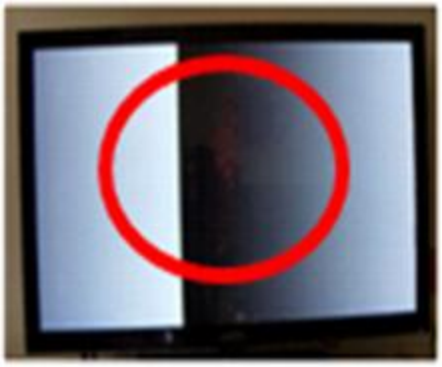
Please remove ASC20101214001 from your files and replace with ASC20110223001.

SUBJECT: Reddish blur or red dots on the screen after warm-up

SYMPTOM: Dark areas will display red dots. Running the screen wipe will show red discharge in the dark area of the image. On a black screen you may see a reddish background (see images below).



Reddish background



Reddish dots

REPAIR: For production range of June-2010 through September-2010 (refer to Date/Model/Serial number label on the rear of the TV).

1. Check firmware version and update if not 1008.2 or higher.
2. Run the TV for 20 minutes to verify proper operation.

Note: Consult the Samsung Service Website at (service.samsungportal.com) for the Service Manual and other information on this product.

Netflix Blu-ray Bug Fix with 1020.1 Firmware

Michael Vigliotti

Product Support

We've released Firmware Version 1020.1 for models BD-C5500 and BD-C6500. This Firmware Version fixed the 'Stretched Video' issues customers were encountering when streaming 4:3 movie titles from Netflix. The video would stretch to wide screen and this would distort the movie stream.

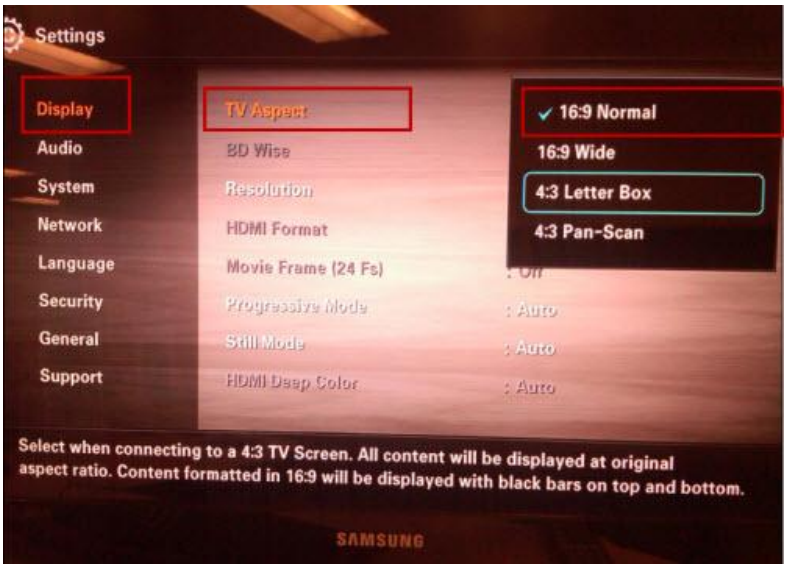
We've noticed the following after installing firmware version 1020.1:

- After you install the firmware, the player will power off. When powered back on, the player displays the Home Menu. Customers no longer have to go through the initial screens or setup their network.
- **The default 'TV Aspect' is set to 4:3 Pan-Scan. If this is not changed to '16:9 Normal', customers will still see stretched 4:3 Netflix streams with some titles. YOU MUST ADVISE CUSTOMERS TO CHANGE THE 'TV ASPECT' RATIO FROM 4:3 TO 16:9 NORMAL to view 4:3 Netflix titles.**

If customers leave the TV Aspect set to 4:3 Pan-Scan, all 16:9 content will have the extreme left and right portions cut off.

To change the TV Aspect Ratio, follow these steps:

1. Using the directional pad on your Blu-ray remote, move to Settings on the Home Menu, and then press Enter.
2. 'Display' is automatically highlighted. Press Enter. 'TV Aspect' is automatically highlighted. Press Enter.
3. Using the directional pad on your Blu-ray remote, move to 16:9 Normal, and then press Enter.
4. Now the customer can select any 4:3 Netflix stream and it will stream correctly.



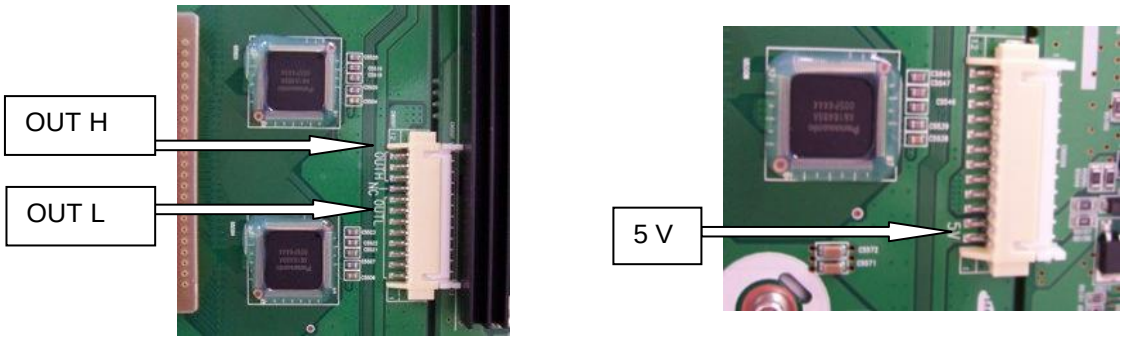
Checking Plasma TV Y Buffer (Scan) Boards

Bob Shoemaker

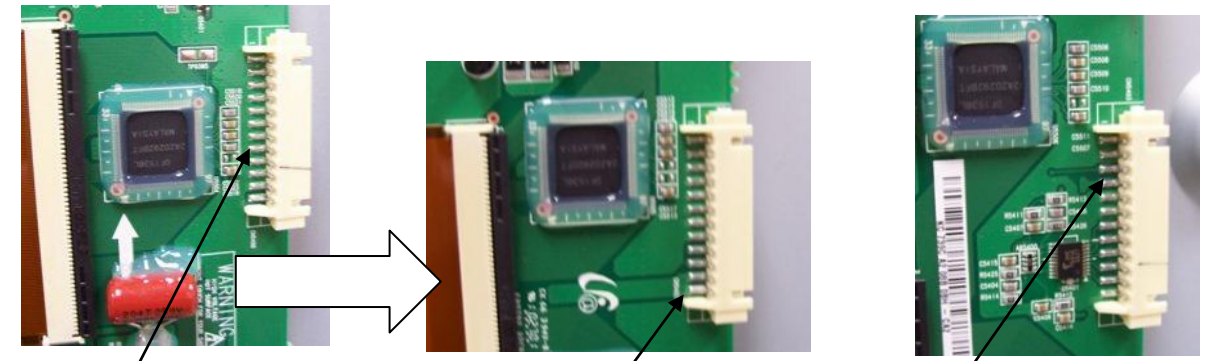
Assistant Manager, Regional Technical Trainer

The supply for the scan board is called OUT H and OUT L. They are the scan pulses developed on the Y drive and have a DC difference of about 150 V that is determined by the Vscan adjustment. There is no ground reference on the scan board. There is also a 5 V supply for data processing. It too is referenced to OUT L. Everything on the scan board is riding on the pulses.

You can check the scan boards for shorts using a DVM on diode check setting. Measure from OUT L to OUT H and 5 V to OUT L using both polarities. There will usually be a dead short if defective.



The boards on some models may not be marked. Using the PN42C450 as an example, if you see many traces of the connectors tied together; you are looking at the OUT L. The OUT H will have 2 or 3 pins connected. The 5 V has a large trace with 1 or 2 pins.



OUT L. All but the outer two pins are connected together.

OUT H. 2 pins with a large trace.

5V. Single large trace.

Hot TV Tech Tips

Jorge Tavora

Product Support Manager/Tech Support Hotline/NAHQ Triage

Model: LN32C350D1DXZA

Symptom: Multiple Vertical lines that do not go through the OSD.

Definición : 50
Color : 50
Tinte (V/R) : V50/R50
Puede configurar diversas opciones de imágenes tales como el modo de imagen, el formato y el color para fijar sus preferencias personales.
SAMSUNG

Cure: Call the customer before running the service call and ask the customer to bring up the OSD or test picture. If the symptom does not affect the OSD (as shown above) or does not appear in the test picture, replace the Main board. Do NOT replace the LVDS or the Panel.

Hot TV Tech Tips

Continued

Model: PN50C450B1DXZA

Symptom: Vertical line running through picture.

Cure: Call the customer before running the service call and ask the customer to bring up the Test Picture. If the symptom affects the Test Picture, replace the panel. Before replacing the panel, be sure to reseat the cables. The illustration above shows the line running through the internal test pattern.

Hot TV Tech Tips

Continued

Model: LN52C530

Symptom: Multiple vertical and horizontal lines across the screen.

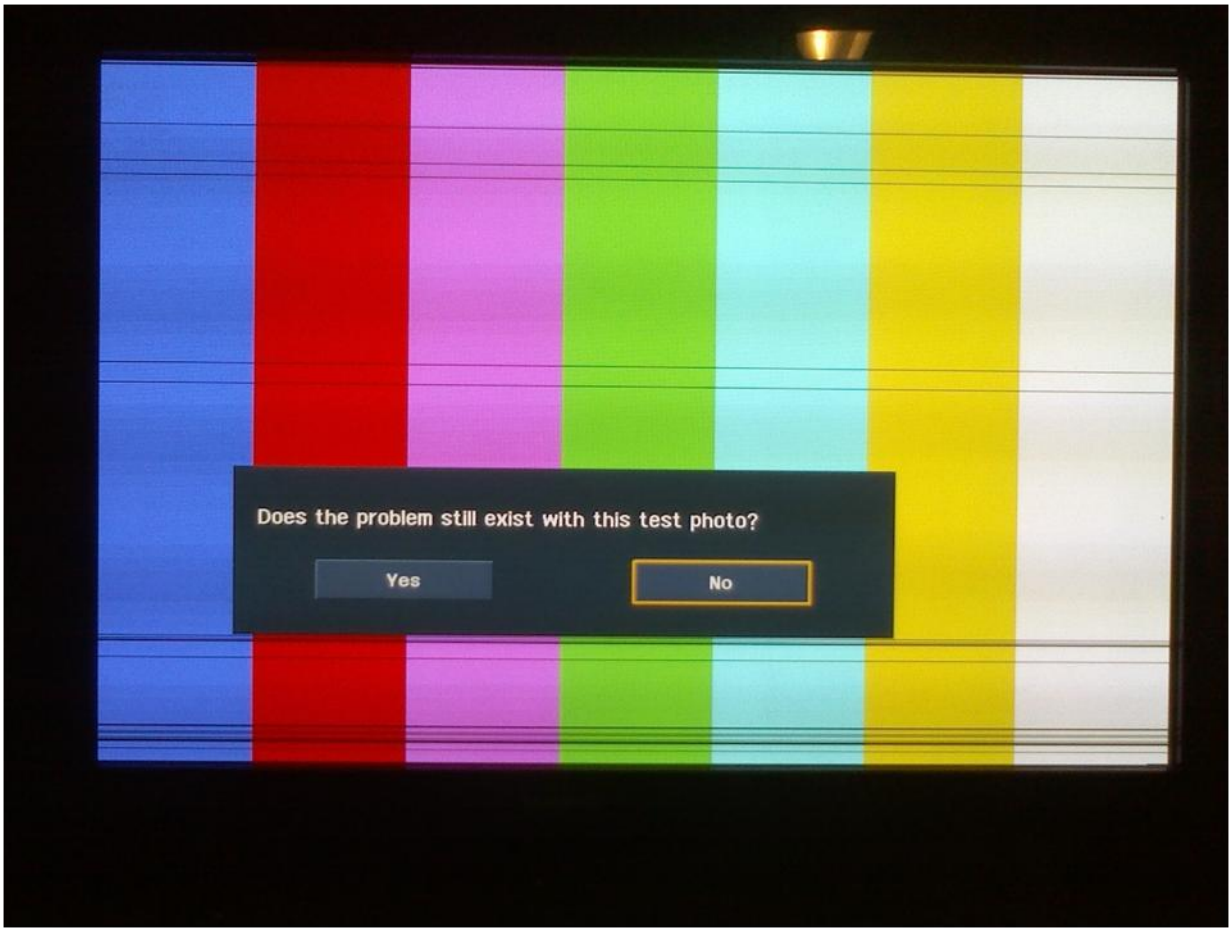
Cure: Call the customer before running the service call and ask the customer to bring up the Test Picture or the OSD Menu. If the symptom affects the Test Picture or the OSD Menu, replace the panel.

Hot TV Tech Tips

Continued

Model: PN50B450

Symptom: There are several horizontal lines across the screen.



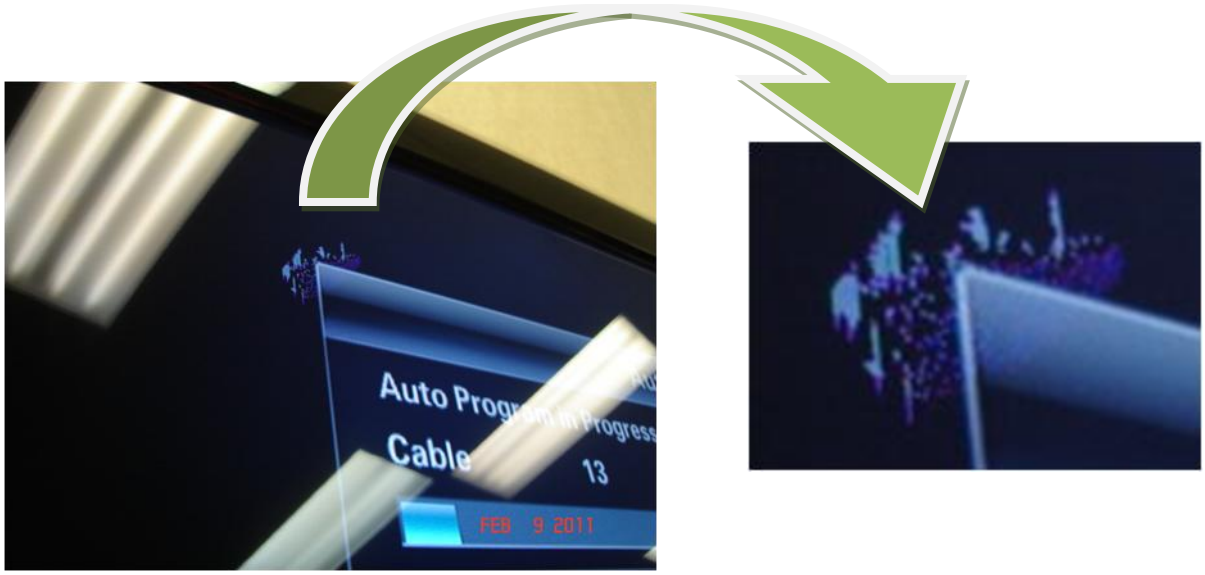
Cure: Call the customer before running the service call and ask the customer to bring up the Test Picture. If the symptom affects the Test Picture, replace the panel. Before replacing the panel, be sure to reseat the buffer board cables. The illustration above shows the lines running through the picture test pattern.

Hot TV Tech Tips

Continued

Model: UN32C5000

Symptom: Multiple pixel distortion.



Cure: Call the customer before running the service call and ask the customer to bring up the Test Picture. If the symptom affects the Test Picture, replace the panel. The illustration above shows the pixel distortion affecting the OSD.

- You should also make sure the distortion is not panel damage. If it looks like panel damage, take pictures and attach them to your ticket, and then submit the ticket to “Panel Evaluation”

Consult Samsung Service Website (GSPN) at http://service.samsungportal.com for the Service Manual and other information on the products discussed in this article.

Please Send Us Your Comments!

Something you’d like to see in the Samsung Tech Talk Newsletter? If there a topic/issue we haven’t covered that you’d like us to write about, **LET US KNOW!**

Please send your comments to:

training@sea.samsung.com

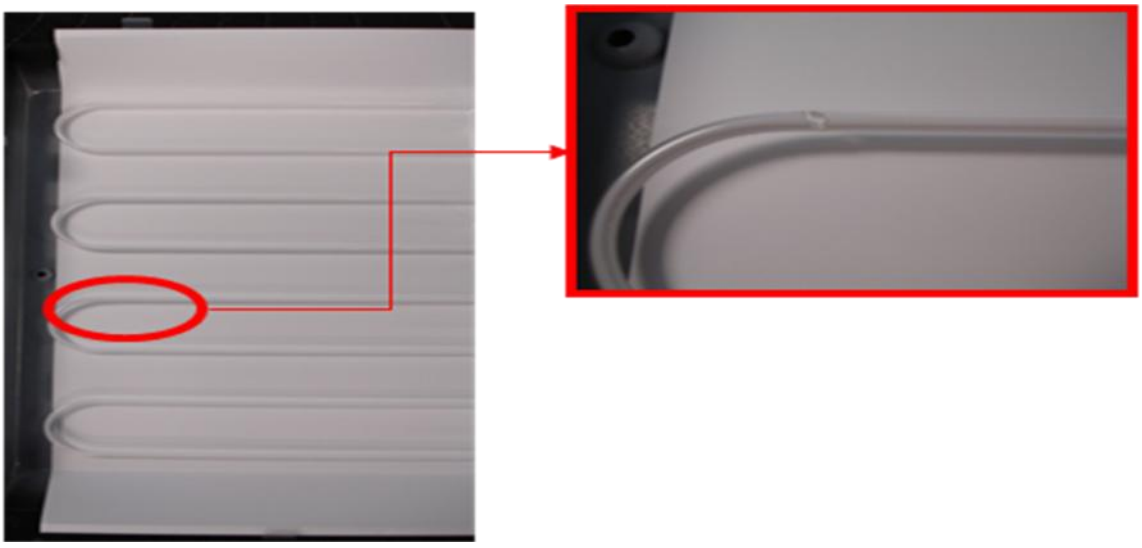
Hot TV Tech Tips II

Waly Tejeda

Assistant Manager, Triage Lead

Model: LN32C350D1DXZA

Symptom: Dark shadow on the screen, lamp failure. Lamp shuts down.



Cause: Broken lamp inside the panel.

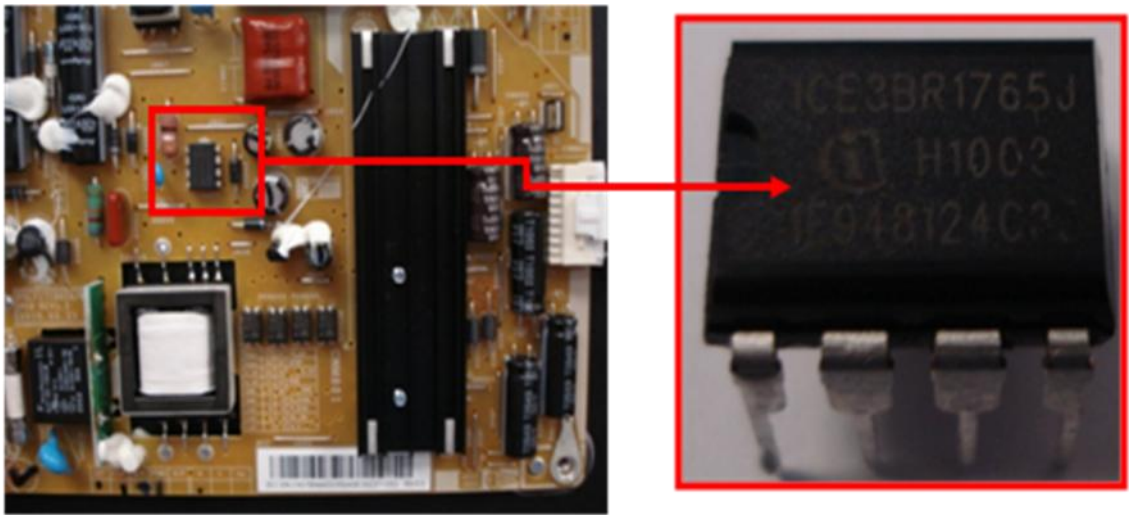
Cure: Replace the LCD Panel.

Hot TV Tech Tips II

Continued

Model: UN46C6300SFXZA

Symptom: Unit has no power. DEAD.



Cause: ICB801 (Infineon) defective on the Power PCB.

Cure: Replace the Power PCB.

Model: UN55C6500VFXZA

Symptom: White raster on the screen.

Cause: White screen.

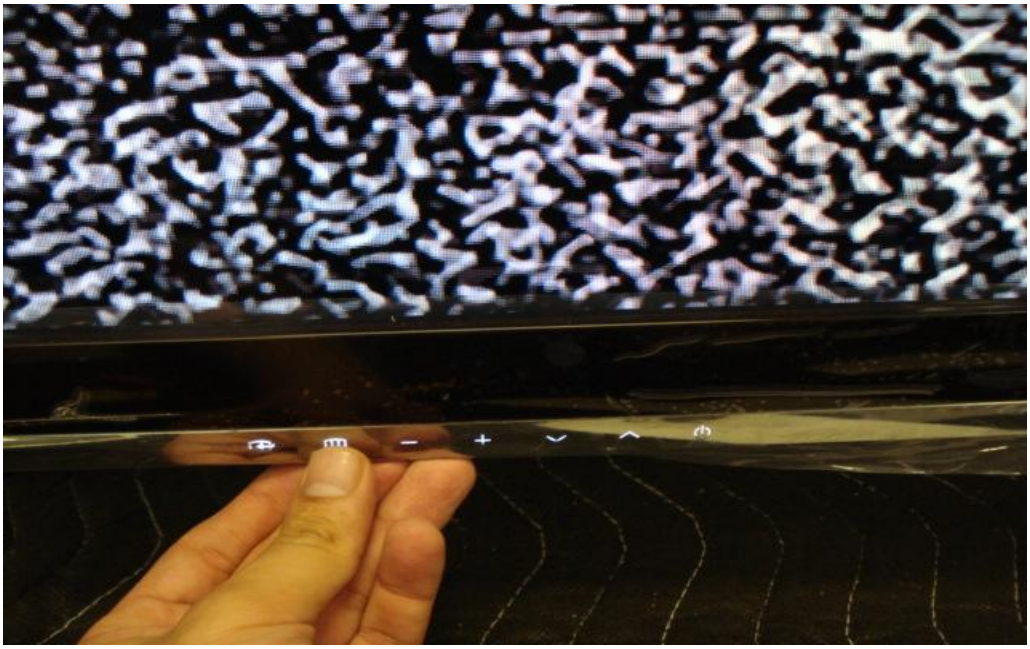
Cure: Replace the LCD Panel.

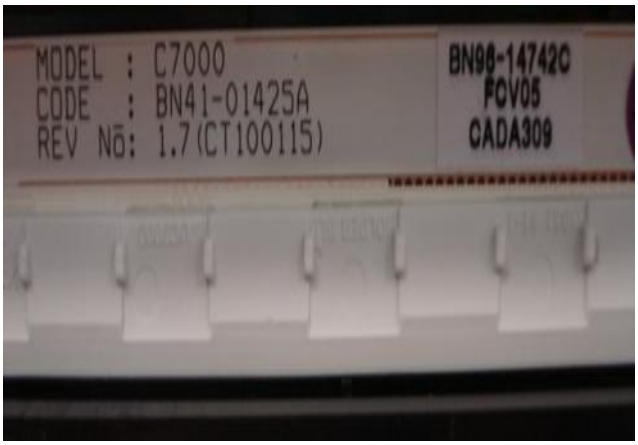
Hot TV Tech Tips II

Continued

Model: UN55C7000WFXZA

Symptoms: Front key control doesn't work. Channels go up and down randomly. TV goes into Demo Mode on its own and volume goes up and down by itself.





Cause: Bad P Touch PCB.

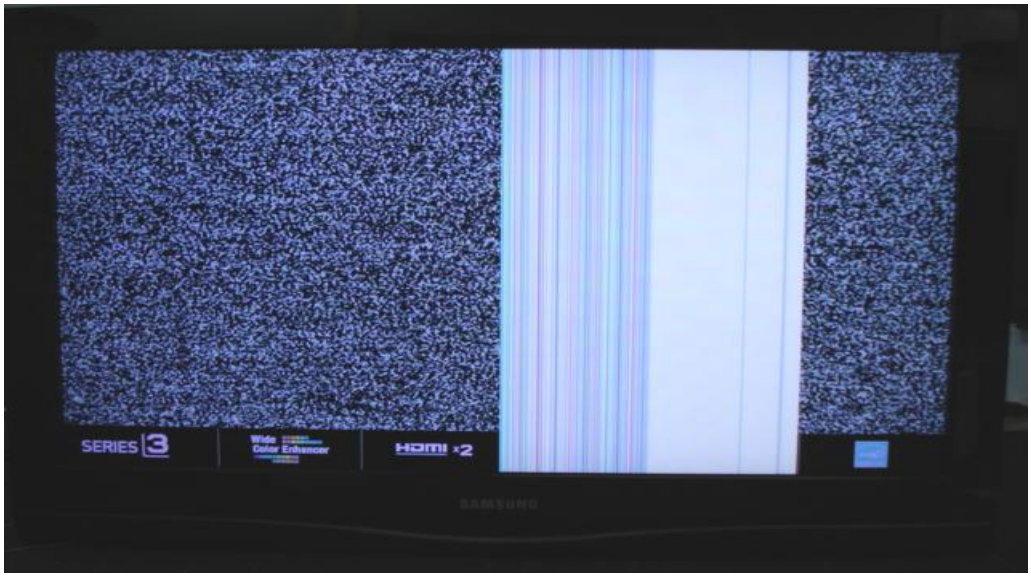
Cure: Replace the P Front cover. Most of the time, if you replace the P Touch**,** you are going to end up with the same issue.

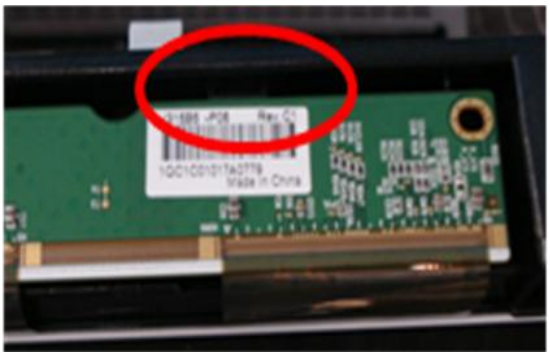
Hot TV Tech Tips II

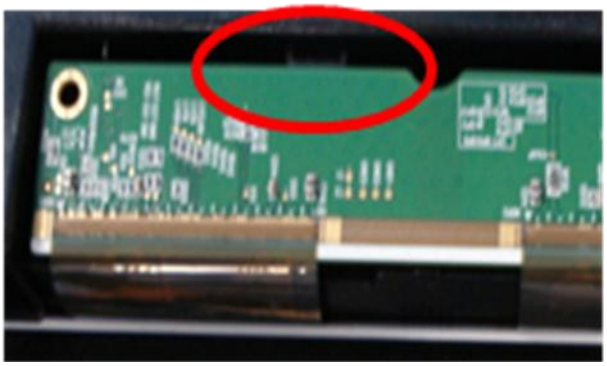
Continued

Model: LN32C350D1DXZA

Symptom: Multicolor lines on the screen.







Cause: The driver boards for the panel are not properly seated under the plastic taps, which causes the panel to short against the metal frame and burn out the TCP IC.

Cure: Replace the LCD panel.

2011 TV Training

Samsung TV Training 2011

Date	City	Comments
3/10/11	Hood River, OR	OPEA Convention (2 sessions 9-12, 1-4)

You can always obtain the most up to date training list by sending an email to training@sea.samsung.com.

Additionally, TV training is available on-demand 24/7 at https://my.plus1solutions.net/clientPortals/samsung/

GSPN Updates

Jim Foster

Manager, Training/Publications

We encourage you to use our GSPN site to find the latest service bulletins to aid you with your repairs.

http://service.samsungportal.com

CE Service Bulletins uploaded to GSPN February, 2011

Bulletin Number	Subject	Applicable Models
ASC20110223001	Reddish blur or red dots on the screen after warm-up	PN50C430/PN50C450
ASC20110223002	Assembling Method for Tallboy Speaker	HTC6730W/C6930W

To access service bulletins on GSPN, first visit http://service.samsungportal.com. Login using your **User ID** and **Password**. Click on “Documents” at the top, then “Product Information” in the left column. The Product Information menu will appear. Click on “Service Bulletin (Local) to bring up the Service Bulletins. To search for a bulletin, enter the bulletin number in the search window at the upper left. If for some reason the bulletin does not appear, it can still be searched using the “Select Depth 1, 2, and 3” drop-down menus.

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